



JOB DESCRIPTION

JOB TITLE: Public Safety Dispatcher I/Trainee

JOB CODE: 3025

DEPARTMENT: 911 Emergency Services

FLSA STATUS: Non-Exempt

REPORTS TO: Public Safety Dispatcher Shift Supervisor

SUMMARY OF JOB PURPOSE

Responds to emergency and non-emergency calls for Law Enforcement, Fire and Emergency Medical Service (EMS); identifies and dispatches appropriate public safety units; complies with Douglas County policies and procedures to assure the safety of all Public Safety responders and the public.

ESSENTIAL FUNCTIONS

1. Provides Public Safety Dispatch services for Douglas County Sheriff's Office, East Fork Fire & Paramedic District, Tahoe-Douglas Fire Protection District, Washoe Tribal Police, and Alpine County's Sheriff, Fire, and Medical; takes emergency and non-emergency calls for Douglas and Alpine County Sheriff's Offices, Animal Control, General Improvement Districts and other utilities; keeps track of a wide variety of public safety responders, resources, personnel, incidents and trends.
2. Receives, screens, and takes appropriate action on all emergency service calls including 911 calls from the public requesting law enforcement, fire and EMS; determines nature and location of emergency, determines priority, dispatches emergency responders/units as necessary in accordance with established department policies and procedures; relays pertinent information to law enforcement and emergency services officers in a concise, organized and understandable manner.
3. Enters emergency assistance calls into the computer aided dispatch (CAD) incident logs; inputs information into the NCJIS & NCIC computer system; enters data for records and reports, processes forms and record files; queries system databases as requested; maintains records and files according to established standards.
4. Provides information, instructions and assistance to the public within scope of authority; provides detailed call information to responders as needed; maintains status and awareness of responders unit locations; monitors message traffic and relays information to responders.
5. Notifies key County personnel on critical incidents; follows all Department policies and procedures to assure that officer and public safety is the top priority; contacts other law enforcement and emergency services agencies for additional information and resources as needed; relays and receives information regarding incidents and other information to and from other agencies and jurisdictions; coordinates activities.
6. Performs inquiries and criminal history checks for law enforcement personnel through National Crime Information Center (NCIC), and Nevada Criminal Justice Information System (NCJIS); collects statistical data and compiles data for reports; updates and assures the accuracy of data base.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



JOB DESCRIPTION

Public Safety Dispatcher I/Trainee

7. Answers incoming non-emergency calls; interviews callers and gathers details, prioritizes calls for service, and determines appropriate personnel to respond; dispatches emergency responders if appropriate and/or transfers call to appropriate agency, if necessary.
8. Deals with sensitive information in a discreet and professional manner by maintaining confidentiality; maintains a positive customer service attitude at all times with the public, user agencies, co-workers and supervisors; must perform at a rapid pace, amid extreme confusion, with no chance to organize or prioritize; maintains intense concentration and attention for extended periods of time; adapts to a constantly changing environment.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School Diploma, or equivalent, and two (2) year's technical experience in receiving and processing customer service calls or requests for service(s), which includes dealing with the public in stressful situations; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities; experience in a law enforcement environment is preferred.

Pursuant to NRS 284.4066 and Douglas County Policy 100.14, position in this job classification has been identified as affecting public safety. Persons offered employment in this position must submit to and pass a pre-employment screening test for controlled substances.

Must pass an audio/hearing test; submit to a fingerprint for local, State, and National criminal background check; pass an extensive, sensitive, and confidential background investigation; must be willing to work rotating shifts, including day, swing, and graveyard shifts; must be willing to work weekends and holidays.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; write routine reports and correspondence; speak effectively before the public, or employees of the County; speak clearly and distinctly in a well modulated voice and communicate effectively both orally and in writing.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; interpret a variety of instructions furnished in written, oral, diagram, or schedule form; analyze situations carefully, make quick and sound decisions, and adopt effective courses of action in both routine and non-routine situations; react calmly in a crisis situation and take responsibility for your actions.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



JOB DESCRIPTION

Public Safety Dispatcher I/Trainee

OTHER KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of County policies and procedures for dispatching law enforcement officers and other emergency services; personal computers, and related public safety communications equipment; local and regional geographical area, road systems, and the locations of landmarks and buildings; principles of record keeping, case files and records management; legal and law enforcement terminology; applicable state and Federal rules, codes and regulations.

Ability to handle multiple tasks simultaneously, under pressure, in emergency and stressful situations; plan, prioritize and carry out assignments with minimum supervision. Skills in obtaining information from hostile or emotional citizens; communicating clearly and concisely, and relaying details accurately; remembering names, numbers and locations, and reading maps quickly and accurately; effectively communicating in written and verbal forms; writing and completing accurate reports; establishing and maintaining effective working relations with co-workers.

Intermediate proficiency level utilizing Microsoft Office applications including Excel, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Emergency Medical Dispatch, CPR, NCJIS/NCIC and National Incident Management System (NIMS) required within the first six (6) months of appointment. Must maintain and/or recertify in all certifications every two years through each of the certificate's corresponding re-certification process.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING ENVIRONMENT

Work is performed in a high call volume emergency dispatch environment, where there is limited opportunity for physical movement and the dispatcher must remain alert and responsive while observing computer display screen for uninterrupted periods of time; may be subject to extended work periods without relief, periods of high call volume, and stressful situations in a fluid and dynamic environment.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.